

DEBBIE DINGELL
12TH DISTRICT, MICHIGAN

116 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-4071

HOUSE COMMITTEE ON
ENERGY AND COMMERCE
SUBCOMMITTEE ON
HEALTH
ENVIRONMENT AND CLIMATE CHANGE
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WATER, OCEANS, AND WILDLIFE
ENERGY AND MINERAL RESOURCES

Congress of the United States
House of Representatives
Washington, DC 20515

DISTRICT OFFICES:

19855 WEST OUTER DRIVE
SUITE 103-E
DEARBORN, MI 48124
(313) 278-2936

301 WEST MICHIGAN AVENUE
SUITE 400
YPSILANTI, MI 48197
(734) 481-1100

WEBSITE: DEBBIEDINGELL.HOUSE.GOV

June 16, 2021

Mr. Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza, S.W., Room 10300
Washington, D.C. 20260-1000

Dear Postmaster General DeJoy:

I am writing to express my concerns about the U.S. Postal Service. The Postal Service is a vital lifeline for Americans and many residents of my district who depend on this government service to deliver their medications, paychecks, bills, and other essential goods. Yet, over the past several months, my office has continued receiving consistent postal complaints. I would like to bring some of these concerns to your attention.

Problems with undelivered mail, sporadic delivery, and mail delays are significant and widespread issues being reported across my district. Residents have been left waiting weeks for important deliveries of mail and packages, and others have been frustrated with prolonged delivery times for standard mail sent within the district. Community members have incurred significant late fees, missed deadlines, and have been forced to forgo taking critical medications due to delivery disruptions. In addition to bills arriving late, there are issues with payments not arriving at their intended recipients. As a result, individuals have had their phones turned off, insurance cancelled, and credit scores reduced, among many other negative implications. Most recently, the Postal Service misplaced a passport expedited by the State Department that should have arrived well in advance of a constituent's flight. However, the passport was held in Tucson, Arizona, where it remained for two weeks before my office was able to intervene. Still, the passport unfortunately did not arrive before the constituent's flight.

My office has received reports of mail pieces being shipped to the district from abroad, held for processing, and lost in transit - while constituents are left wondering where and why their goods disappeared. We hear from residents at neighborhood watch meetings who regularly swap their mail because consistent outreach to the Post Office has not resolved these delivery problems. Community members reach out through numerous avenues to share their fears about late and missing legal documents, licenses, and more. Most recently, we discovered through word of mouth that one of our local Postmasters had been transferred, and a full staffing change

had taken place in the region. My staff was not notified by the Postal Service and needed to confirm this independently.

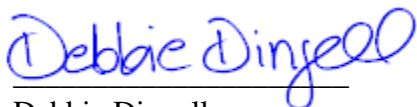
Further, I am deeply alarmed by the current delivery schedule in Dearborn, Michigan. Since the outbreak of the COVID-19 pandemic, the Postal Service has stated consumers in the Detroit area may receive mail every other day as a result of pandemic-related challenges. However, delivery every other day has become a standard practice in Dearborn. While I understand this is longstanding postal policy during staff shortages, this cannot remain common practice. It is critical daily delivery is restored in a timely manner to ensure the Postal Service can meet the needs of residents throughout Dearborn.

We must continue working together to ensure Americans have confidence in the Postal Service, but this is waning in light of reoccurring delays and mail disruptions. I understand the Postal Service is facing a shortage of employees, and I appreciate the long and hard hours current employees have been working to try to compensate. However, these persisting postal issues are unacceptable and must be resolved in a timely manner.

I request detailed information on the steps the Postal Service is taking to address these delivery complaints and a timetable on when mail service will be fully restored in Dearborn. Every day, thousands of Michiganders depend on the Postal Service for their bills, notices, medications, and correspondence from their friends and loved ones, and these individuals are deeply feeling the impacts of mail delays.

My office is ready to work alongside you to resolve these challenges. Thank you for your attention to these matters and your consideration of this important request.

Sincerely,



Debbie Dingell
Member of Congress